

**CHIEF OF OPERATIONS  
STUDY GUIDE**

A written examination for the class of **CHIEF OF OPERATIONS** to be administered in **ST. GEORGE FPD #1** on **SEPTEMBER 28, 2009**, will consist of approximately 112 multiple-choice questions. The examination will test your knowledge in the following subject areas:

<b>SUBJECT AREA/KNOWLEDGE</b>	<b>APPROXIMATE % OF EXAM</b>
<b>FIRE ADMINISTRATION</b>  Knowledge of the principles of effective fire administration, involving management theory and organizational behavior; researching, planning, organizing, directing, inspecting, and evaluating departmental operations; personnel management; and financial management.	24.1%
<b>MANAGING EQUIPMENT/PROPERTY/SUPPLIES</b>  Knowledge of the management, general care, and maintenance of equipment, property, and supplies, including verifying that equipment is tested and meets applicable standards; and the procedures for purchasing equipment and supplies.	5.4%
<b>RECORDS/REPORTS/CORRESPONDENCE</b>  Knowledge of effective records-management practices, including preparation, content, and format; and knowledge of effective report preparation procedures, including the compilation and organization of data into an effective written format for reports or official correspondence.	8.0%
<b>PUBLIC RELATIONS</b>  Knowledge of effective public relations practices which foster a positive public image of the department through contact with other agencies and the public.	5.4%
<b>SUPERVISION</b>  Knowledge of the practices and techniques used in effective supervision in order to plan, organize, direct, and evaluate the work of subordinates; to resolve conflicts; and to maintain discipline.	21.4%
<b>FIREGROUND COMMAND</b>  Knowledge of fireground command procedures sufficient to direct emergency scene operations, to supervise, and to train subordinate employees at the scene of an emergency in the following areas: performing size-up; directing rescue, forcible entry, ventilation, nozzle and hose handling, protection of exposures, fire extinguishment, pump operations, use of sprinkler and standpipe systems, use of water supplies, salvage and overhaul; emergency medical services; overseeing safety procedures; and handling hazardous materials; and maintaining fireground communications.	25.9%

SUBJECT AREA/KNOWLEDGE	APPROXIMATE % OF EXAM
<b>FIRE PREVENTION AND INVESTIGATION</b>  Knowledge of fire prevention procedures, and of arson investigation procedures in order to manage a program of fire inspections, pre-fire planning, and fire scene investigations.	9.8%

### REFERENCE LIST

While the entire list of reference material will be useful to you in your preparation for the upcoming examination, the **majority** of test questions are sourced from those references listed under the Primary List.

#### PRIMARY REFERENCE MATERIAL

**EFFECTIVE SUPERVISORY PRACTICES**, International City Management Association (ICMA), 1120 G Street, N.W., Washington, D.C. 20005, 4th ed., 2005.

**NOTE:** Obtain through LSU Firemen Training Program or IFSTA Fire Protection Publications.

**MANAGING FIRE AND RESCUE SERVICES**, International City Management Association (ICMA), 1140 Connecticut Ave., N.W., Washington, D.C. 20036, 1st ed., 2002.

**NOTE:** Available through LSU Firemen Training Program or IFSTA Fire Protection Publications.

#### NATIONAL FIRE PROTECTION ASSOCIATION (NFPA) PUBLICATIONS AND STANDARDS:

**MANAGEMENT IN THE FIRE SERVICE**, Carter, Harry R., and Rausch, Erwin, NFPA, Quincy Mass., 4th ed., 2008.

**FIRE PROTECTION HANDBOOK**, NFPA, 19th ed., 2003.

**FIRE COMMAND**, Brunacini, Alan V., NFPA, 2nd ed., 2002.

**ADVANCED SUPERVISORY PRACTICES**, International City/County Management Association, 777 N. Capitol Street N.E., Suite 500, Washington, D.C. 20002-4201, 1992.

#### INTERNATIONAL FIRE SERVICE TRAINING ASSOCIATION (IFSTA)/ FIRE PROTECTION PUBLICATIONS (Training Manuals):

Fire and Emergency Services Company Officer, 4th ed., 2007.

Essentials of Firefighting, 4th ed., 1998.

Fireground Support Operations, 1st ed., 2002.

#### OTHER RECOMMENDED PUBLICATIONS:

**EFFECTIVE PUBLIC RELATIONS**, Cutlip, Scott M./Center, Allen M./Broom, Glen M., Prentice-Hall, Inc., A Simon & Schuster Company, Upper Saddle River, NJ 07458, 8th ed., 2000.

The local civil service board should make this study guide available to all applicants in whatever manner the board deems appropriate.

While there are no provisions requiring this office to provide study guides for any competitive or promotional examinations, such material will be provided as a service to assist applicants in preparing for an examination. The State Examiner's office has no control whatsoever over the local availability of reference material (mentioned in the study guides), nor do we feel constrained to limit examination questions to only that material which is available locally. Examination content, weighting of subject areas, and length of examination, may vary with each administration of an examination to reflect any updated job analysis information. Percentages and numerical estimations are provided as approximations.